

**CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION**

**TICKET SELLER SUPERVISOR
CIVIC CENTER**

GENERAL STATEMENT OF JOB

Performs supervisory work in support of Civic Center ticket sales. Employee reports to the Ticket Office Manager.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class performs supervisory work to support the ticket sales operations of the Civic Center. Work involves selling tickets, responding to inquiries, supervising subordinate ticket sellers, and performing basic accounting functions. Employee must exercise tact and courtesy in frequent contact with City officials and employees and the general public. Work is performed under general supervision of the Ticket Office Manager and is evaluated through observation, conferences, review of work performed and public approval.

ILLUSTRATIVE EXAMPLES OF WORK

Greets Civic Center patrons; accepts payment.
Sells tickets to Civic Center events using a computerized ticketing system.
Responds to inquiries regarding ticket sales and/or Civic Center events in person and over the phone.
Performs credit card transactions.
Maintains a cheerful demeanor toward patrons while on duty.
Balances fiscal transactions of ticket sales staff daily.
Processes checks marked "insufficient funds" for collection.
Prepares and delivers daily bank deposits.
Supervises and schedules the activities of subordinate ticket sellers.
Maintains inventory of supplies.
Performs a variety of clerical duties for division management.
Prepares routine records and reports.

ADDITIONAL JOB FUNCTIONS

Performs other related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Considerable knowledge of the layout of Civic Center facilities.
Working knowledge of the principles and practices of supervision.

TICKET SELLER SUPERVISOR

- Ability to stand for moderately long periods of time.
- Ability to speak clearly.
- Ability to perform basic accounting transactions.
- Ability to maintain a cheerful demeanor for extended periods of time.
- Ability to exercise considerable tact and courtesy in frequent contact with the public.
- Ability to maintain high standards for performance of work.
- Ability to establish and maintain effective working relationships as necessitated by work assignments.

MINIMUM EXPERIENCE AND TRAINING

Graduation from high school and some related experience; and/or any equivalent combination of training and experience required to perform the essential position functions. General computer knowledge preferred.

COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather information. Includes having math and reading skills appropriate to job level.

Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

Physical Skills: Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Modified Pay Plan
Non-Exempt